



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Mediacom Telephony of Illinois, LLC**  
**for quarter ending June 30, 2010**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	7.50	7.30	9.50	8.10
B. Operator Answer Time - Information [730.510(a)(1)]	2.80	3.80	4.00	3.53
C. Repair Office Answer Time [730.510(b)(1)]	25.10	31.50	34.90	30.50
D. Business or Customer Service Answer Time [730.510(b)(1)]	25.10	31.50	34.90	30.50
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.00	1.00	1.00	1.00
H. Percent Repeat Trouble Reports [730.545(c)]	6.00%	7.00%	6.00%	7.00%
I. Percent of Installation Trouble Reports [730.545(f)]	9.00%	6.00%	6.00%	7.00%
J. Missed Repair Appointments [730.545(h)]	101	128	117	115
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Mediacom Telephony of Illinois, LLC  
for quarter ending June 30, 2010**